

ADVISORY GROUP ON

Elimination of Duplicative and Non-Essential Services

PROPOSAL #:

AGDNES #4

SUBJECT:

DOR - Document Processing Capacity

DATE ADOPTED BY ADVISORY GROUP:

10/29/09; amended on 11/09/09

COMMISSION ACTION:

WITHDRAWN

DATE:

November 10, 2009

**RECOMMENDATION:** State agencies be required to evaluate current costs for remittance and document processing and move to Department of Revenue's (DOR) excess capacity for such where appropriate and agencies be prohibited from using state general fund to expand their current capacity for remittance and document processing until DOR's excess capacity is exhausted.

Summary Description/Nature of Change	Key/Implementation Responsibilities	Need	Action Needed	Benefit/Saving	Done/ Study
State agencies be required to evaluate current costs for remittance and document processing and move to Department of Revenue's (DOR) excess capacity for such where appropriate and agencies be prohibited from using state general fund to expand their current capacity for remittance and document processing until DOR's excess capacity is exhausted.	DOR and respective agencies	Other state agencies have document imaging and remittance process needs. The state would have to duplicate processing infrastructure it has already purchased for DOR. DOR equipment is currently utilized approximately 45% of the time and is designed to function in a 24/7 environment.	DOR and other agencies would enter into MOUs establishing processing agreements. Contracting with DOR for document and remittance processing should occur where feasible and beneficial.	Relieves other agencies of document process responsibility as well as not having to duplicate processing infrastructure already housed at DOR. Require collaboration in situations where it is beneficial to the respective agency in need and there is cost saving. Savings to be realized by the state is in the excess capacity available at DOR. Other state agencies will not have to invest in similar equipment or human capital/T.O. Cost savings will take time to quantify where possible. The is need for study and is dependent on use by other agencies.	DOR has experts who are capable of duplicating current success by taking on similar processing needs for other agencies.